

## GRANTEE MONITORING

|                                 |   |
|---------------------------------|---|
| Grantee Name                    | North Side Life Care Center                                     |
| Location/Address                | 4367 Thomas Ave. N Minneapolis, MN 55412                        |
| Date and Location of Site Visit | February 7 <sup>th</sup> , 2017 at North Side Pregnancy Options |
| Grantee Participants            | Naomi Terlouw and Phil Gerber                                   |
| MDH Participant(s)              | Mary Ottman   |
| Grant Agreement #/PO #          | 285545  |
|                                 |   |

### **PURPOSE:**

In accordance with the MDH Policy 238.01 Grantee Monitoring, MDH will conduct at least one monitoring visit per grant period on all state grants of over \$50,000, and at least annual monitoring visits on grants of over \$250,000.

The purpose of the grant monitoring visit is to review and ensure progress against the grants' goals, to address any problems or issues before the end of the grant period and to build rapport between the state agency and the grantees. This visit may cover topics such as statutory compliance; challenges faced by the grantee, modifications made to the grant program, program outcomes, grantee policies and procedures, grantee governance, and training and technical assistance needs.

The findings or information obtained through this monitoring activity will be used:

- To ascertain how MDH program funds are being utilized
- To provide targeted technical assistance needs
- To improve program implementation performance
- To suggest other training needs
- In future funding decisions

### **OVERVIEW**

1. Is the Grantee's non-profit 501(c) 3 status current?

Yes

## GRANTEE MONITORING

2. Does the Grantee have a central file containing the official records for this grant agreement and/or amendment?

Yes

3. Where is this central file located?

Director's Office

4. Who is responsible for this central file?

Executive Director

5. Does the central file include

- The grant proposal?
- The award letter? Need a copy sent
- The signed grant agreement and any/all amendments? Need a copy sent
- Any/all requests and/or approvals for scope/budget changes?
- The work plan?
- Any/all payment requests (invoices)?
- Any/all signed subcontracts? Not applicable (no subcontracts)
- Any/all Progress Reports?

Yes

## REPORTING REQUIREMENTS

1. Does the organization meet all reporting requirements as outlined in the grant agreement and/or amendment?

Yes

2. Are expenditure reports submitted timely and accurately?

Yes

3. Are progress reports submitted with all required information and in a timely manner?

Yes, staff will be discussing accurate reporting and will organize reporting so that all staff are reporting in the same way.

## GRANTEE MONITORING

### CONTRACTUAL

1. Does the Grantee have written policies or procedures addressing use of contractors and/or subcontractors?

Yes

2. Were any sub-contractors paid from the MDH grant required to sign a contractual agreement outlining services to be rendered, duration of engagement, and pay rate?

Yes, Northside LC has a contract for their Evaluation Project

3. Was the contractual agreement(s) reviewed and approved by MDH before implementation?

Yes

### PERSONNEL POLICIES, PROCEDURES AND PRACTICES OF THE GRANTEE

1. Are time distribution records (e.g., time-sheets) maintained to show how employees who are funded through, or contributed in kind to, the MDH grant and who work on multiple projects/programs spend their time?

Yes – one fulltime and 15 part-time staff

2. Do personnel and/or payroll records show dates of hire/termination, immigration status if applicable, actual hours of time worked, leave time, federal and state programs worked on, and earning for all employees who are funded through, or contributed in kind, to the MDH grant?

Yes

3. Does the Grantee have policies and procedures in writing regarding:

- Payroll?
- Travel?
- Overtime?
- Timesheets?
- Taxes?
- Purchasing?
- Compensated time off?

Yes

## GRANTEE MONITORING

4. Are employees time sheets approved? [Yes by the Executive Director and the Board Treasurer](#)

By whom (what position)? [The Executive Director](#)

By the Executive Director? [Yes](#)

5. Does the Grantee's payroll preparation and distribution involve more than one employee?  
[Yes, the Executive Director and the Board Treasurer](#)

6. Does an authorized official approve all checks before being signed?  
[Yes the board treasurer](#)

Additional Comments:

## GRANTEE MONITORING

### PROGRAMMATIC QUESTIONS

Please use this space to answer all questions.

#### ***Program History***

- When was your program started? Why was it started?  
Northside Life Care opened its doors for the first time in 1978 providing pregnancy testing and material support. Since then, small Steps began in 2007, as a response to our clients sharing that they like to come to our center, and wished that we offered more services. Enough clients shared this sentiment that we eventually embarked on a journey of research and exploration into other centers' parenting education/mentoring programs and developed our own version: Small Steps.
- What need does your program fulfill?  
Small Steps fulfills many needs in this community including: Relational and emotional support for participants; parenting, pregnancy, relationship and life skills education; assistance and encouragement with goal setting and obtaining goals; providing much needed material items for babies such as diapers & wipes, clothing, safe sleep sacks, laundry detergent and larger baby equipment items such as cribs and strollers.
- How has the program grown or changed since its beginning?  
Our selection of onsite educational programs has continued to grow and programs are continually updated, our inventory of baby items and equipment available for the program has also continued to grow, and our long-time and devoted Small Steps' staff participate in monthly onsite in-services targeted at increasing their knowledge of area resources and enhancing their lay counseling skills.

#### ***Grantee's Target population***

- Who does the organization primarily serve? Women, average age between 20 -30, primarily of African American or Asian descent.
- What is the program's demographic and geographic coverage? Our target population is that of North Minneapolis and its surrounding areas.
- Review recent Demographic reporting.  
When discussing recent demographic reporting it was discovered that the client numbers that have been reported since the beginning of the grant appear to be lower than the previous grant cycle. Staff have begun to look into their reporting and are making efforts to correct staff where reporting has not been consistent.

#### ***Leadership and Governance***

- Effective Board: How many board members currently serve, who are they?  
There are currently 8 active board members: David Kassing, Connie Kassing, Mike Steele, Rita Fox,

## GRANTEE MONITORING

Ken Ehling, Robbie Dircks, Ann Virnig, and Jonathan Frenz. We also have 3 supporting board members who do not attend meetings: Reverend Johnny Hunter, Sister Rose Vu, and Tom Batina

- How often do they meet? How are they informed of organization's progress and challenges?  
The board meets one time per month. Non-meeting members are included in on emails.
- How supportive is the Board of the program? The board is very supportive of North Side's current programming.
- How is the program staffed? The program directors are in charge of the programs and delegating tasks. Who is responsible for the supervision of grant staff? The Executive Director
  - How are staff evaluated on their performance? Staff reviews are done annually.
  - How long have PA staff been employed there? Different lengths of time.
  - How are staff background checks done? All staff must complete and pass a background check before hiring occurs.
  - What is your organization's policy on complaints for staff and clients? Complaints should be brought to the Executive Director. If the conflict/complaint cannot be resolved, it will be brought to the Board Chair. Grievance procedure can be found in the Personnel Handbook.

### **Budget**

- Does the current budget reflect your work plan activities? Yes. A budget revision may be submitted within the next several months.
- Is the budget accurate for the project size/scope? Yes
- Do you have any challenges with the budget or invoicing? No
- Has your Financial Reconciliation taken place? No
- If you have an elevated risk designation, and/ or your Financial Reconciliation report cited any concerns, these will be discussed. Northside Life Care has a medium risk designation based on the amount of funding they receive from Positive Alternatives as compared to their total budget.

### **Review Work Plan including:**

#### **Partners**

- If applicable: how are people referred to the program? Are there any barriers encountered with referral sources? What is your most common referral source? Clients are referred primarily by word of mouth and other community agencies. We experience barriers when it comes to social media and online marketing. The Board of Directors has allocated some funding for this area and we are currently figuring out how to most effectively use these

## GRANTEE MONITORING

resources. Our most common referral source at this time is by word of mouth.

- Challenges with partners or specific counties? We do not have challenges with partners or counties at this time.

### Work Plan

- Review your 2016 – 19 grant application’s description of the program you are asking to be funded. On your work plan note the services and activities you said you would provide and the number of clients you would serve.
- **Prepare a short summary of your current program(s) and the number of clients being served.**

In 2016, North Side saw a total of 423 brand new individual clients. This number includes 66 new prenatal clients and 357 new client services clients. We had a total of 833 individual clients overall with an additional 132 ultrasound clients. Out of these 963 total individual clients, we had 465 Small Steps visits and 409 prenatal visits. North Side had 1137 visits for baby supplies and other client services.

North Side looks forward to the future of strengthening the sustainability of our current Small Steps program by integrating the tool of Life Coaching. We also plan on strengthening our prenatal program by adding a community health worker or other paraprofessional to our prenatal team in order to assist our clients in navigating different social systems in a more culturally sensitive way.

- How does what you describe in the application compare with what you are currently providing? We currently provide all the services described in the grant. Our statistics show that we are serving more clients than we had estimated we were going to serve. Have any programs and/or activities or services been added or removed? No. Have the number of clients being served per quarter decreased or increased since June 2016? Is there anything in particular you want to share about your current program to explain its current status? There have been both increases and decreases in the work plan numbers for Small Steps. It is difficult to predict what topics clients will be interested in. We currently have an extensive waiting list for Small Steps and have added 1 more day/week the program is offered.
- Do you anticipate making any changes to the 2017-18 Work Plan? If so, in what way and for what reasons? We are planning on applying for extra MDH funding in order to add to/strengthen our current programming. We are looking into adding Life Coaching to our current Small Steps programming and a community health worker or other paraprofessional to assist our prenatal patients.

## GRANTEE MONITORING

### Participants:

- What type of outreach does the organization put into action? What is working well? Our Executive Director is working on connecting and building referral relationships with other community initiatives and service agencies that provide other forms of support. Future funding requests should include outreach funding to help make the community aware of new program and/ or initiatives.
- What are more the challenging aspects to finding or retaining clients? Most of our clients are facing crisis when they come to us – financial, emotional, no consistent form of transportation, etc. Because of this, we still experience a high number of “no shows” even when we confirm appointments the day before or the same day.

### Data:

- How is program data collected and by whom? Program data is collected by the staff in their respective programs (Client Services, Small Steps, and Medical/Prenatal)
- Is data collected useful to agency? Yes, data is necessary to see our overall impact in the community and how we are doing in serving our clients.
- Anything we can do to help or simplify data collection? Some of the terminology in the data collection process can be confusing as far as what exactly you are looking for. Clarifying that would be helpful. A discussion was initiated on reporting requirements for quarterly reporting where there was some confusion on what should be reported where and how to include the correct information gathered for reporting. New staff changes had created misunderstandings on what the actual requirements for reporting are.

### Review Evaluation

- Your 2015-16 Evaluation Report Summary will be discussed (If you were a past grantee).
- Your 2016-17 Evaluation Plan will be reviewed. Any suggestions provided in your 2015-16 Report Summary should be included in the plan, if you are continuing a similar evaluation. If you are planning a new evaluation, details will be discussed. Do you have any questions on your evaluation? No - This organization will be conducting their annual evaluation project with the help of a subcontractor. The area of study will be client satisfaction.

### Miscellaneous

- Anything else you would like to share? No
- Anything else we haven't asked? No



## GRANTEE MONITORING

### ***What can we do to help?***

- Trainings and Grantee meetings useful for grantee? Any topic suggestions?
- Feedback or suggestions for the state?
- Is there any way MDH can assist you to better equip your success in the Positive Alternatives Grant Program?

This grantee has asked for additional help with organizing their reporting requirements for the quarterly reports. The grant manager has followed through on that request.

### ***Summary:***

Northside Life Care Center has been a long time grantee that has consistently sought funding for their pregnancy and parenting education program called "Small Steps," and for operational cost for their prenatal clinic. They have recently hired a new Executive Director and have also had other new staff hired creating gaps in the understanding of the program reporting required for quarterly reports. The grant manager was able to spend time at the site visit and with phone conference calls following the site visit to help new staff better create a system and understand the Positive Alternative program reporting requirements. Despite recent staff changes, the programming being accomplished at Northside Life Care Center has not suffered. In fact their program continues to grow and thrive.

This continued growth is a result of Northside Life Care Center's dedicated staff, a supportive board, and a vibrant program. Also this grantee has demonstrated a dedication to their grant program and process.

Finally, their funding has been managed responsibly supporting their current PA programming.

I look forward to our current partnership with Northside Life Care Center throughout the new and current grant cycle.

**Date: 3/2/2017**

**Grant Manager: Mary Ottman**